



26419
#3
H

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Group Art Unit: 2642

Appln. No. : 09/917,746

Examiner: Not Yet Assigned

Filed : July 31, 2001

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE
RESPONSE CALL MANAGEMENT SYSTEM

INFORMATION DISCLOSURE STATEMENT

RECEIVED
NOV 05 2001
Technology Center 2600

Assistant Commissioner of Patents
Washington, DC 20231

Sir:

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, § 1.97-1.98, applicants call the following documents to the Examiner's attention:

U.S. Patent No. 6,061,433 to POLCYN et al., issued on May 9, 2000;

U.S. Patent No. 6,058,179 to SHAFFER et al., issued on May 2, 2000;

U.S. Patent No. 6,016,336 to HANSON, issued on January 18, 2000;

U.S. Patent No. 5,923,745 to HURD, issued on July 13, 1999;

U.S. Patent No. 5,729,600 to BLAHA et al., issued on March 17, 1998;

Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design",
<<http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html>>, 1998; and

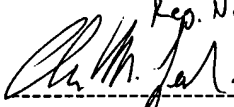
InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.

P20419.A01

With respect to the Web sites cited herein, the date on which the site was retrieved and printed is given as the earliest date known to applicants. Applicants make no representation that this "retrieved on" date is the earliest publication. However, applicants are not aware of any practical way of determining the publication date on the World Wide Web.

Applicants respectfully request that the Examiner consider the above materials and cite the patent documents. Copies of the above-noted documents are attached and have been listed on a PTO-1449 Form which is also attached. Accordingly, the Examiner is requested to initial the appropriate spaces on the attached PTO-1449 Form and to return a copy of the Form to applicants with the next official communication in the present application to confirm consideration of these documents.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully submitted,
Robert BUSHEY et al.
Reg. No. 40,063


Bruce H. Bernstein
Reg. No. 29,027

October 31, 2001
GREENBLUM & BERNSTEIN, P.L.C.
1941 Roland Clarke Place
Reston, VA 20191
(703) 716-1191